

**KSN CREDENCE
COMMODITIES
TRADING
PVT.LTD.**

**EMPLOYEE'S
POLICY**

LAST UPDATE JUNE 2018 A

BYE LAWS OF KSN CREDENCE

<u>S.NO.</u>	<u>Description</u>	<u>Page No.</u>
1	ABOUT THE COMPANY	2
2	GENERAL RULES AND REGULATIONS FOR EMPLOYEES	3-6
3	ASSISTANT MANAGER	8-12
4	RECEPTIONIST AND ONLINE BUSSINESS PROMOTER	13-14
5	TRADING DEPARTMENT	15-16
6	ACCOUNT DEPARTMENT	18-20
7	KYC DEPARTMENT	21-23
8	FRANCHISEE/AP/BUSSINESS PARTNER REGISTRATION	24-25
9	FRANCHISEE/AP/BUSSINESS PARTNER CLOSURE	26-27
10	HR DEPARTMENT	28-30
11	IT & RMS DEPARTMENT	31-32
12	SALES TEAM	33-34

ABOUT US

KSN CREDENCE is one of the leading and well-diversified financial companies in India and member of **Multi Commodity Exchange (MCX)**, offering services across brokerage commodities. Our company is a highly committed and dependable financial organization that strives to deliver the best of investment related services and is always eager to adopt the latest technologies for its operations and using some of the best brains in trading and some of the best software and hardware systems to give its clients maximum profit.

OUR MISSION

To create long term economic value and trust of our valued clients and partners by providing superior financial solutions & products by our teamwork, efficiency and integrity.

OUR PRODUCTS

- GOLD
- SILVER
- COPPER
- ZINC
- NATURAL GAS
- ALUMINIUM
- NICKEL
- CRUDEOIL
- LEAD

General Rules & Regulations for Employee's

Every employee must act in accordance with company's policies, orders, rules and regulations, guidelines applicable from time to time and will ensure that company's health is maintained and updated as per SEBI .

Being an Employee of KSN Credence it is mandatory to follow below mention rules and regulations:-

- 50 Percent salary will be considered for all backoffice staff of the company for doing work from home.
- Must maintain proper decorum of the company, and conduct him/her in a manner that contributes to effective, safe and a harmonious work environment.
- Must wear **Identity card** in the working hours of the company.
- Must follow Proper & formal dress code strictly.
- Must perform his/her duty in good faith and a brief reporting of the work done in the entire day must be reported to the reporting authority.
- Must be at their workplace by the fixed/notified time and begin their work at the appointed time.
- It is mandatory for every employee to perform 9 hours of duty from (Monday to Saturday) except Sunday and Gazette holidays.
- All employees are expected to be punctual and reach office on time. As employee's attendance will be valid only through biometric. So, after 9.15 am it would be marked as late and Rs100 will be charged from employee's salary at the end of the month.
- Irregular attendance by any employee's or tiredness will not be tolerated by the company and may result in their termination.
- All employees are allowed to have their lunch between (1:00pm-1:30 pm).
- Company does not permit leaves to temporary employee's or before completion of Provisional Period i.e. (11 months) and only after completion of provisional period employee's are entitled to one paid leave in a month.

- If any employee takes leave for the full/ half day the salary of the day will be counted according to their working and deduction will be made from their salary at the end of the month.
- In case of any death in family or on any medical emergency, leave can be granted to them on a working day by the reporting authority.
- The earned leave cannot be availed by any employee more than 2 working days from the company in case of medical emergency & death in family.
- The management can refuse any kind of leave to any employee, if the presence of employee is necessary.
- Reporting authorities must ensure that employee should not leave their assigned work or workplace/office without permission.
- Every employee must follow orders from their Seniors/Reporting Authorities/Management.
- Every employee must ensure that password & system ID related to back office should not be shared with their colleagues in the office.
- Salary of every employee working in the office will be processed on 10th day of every month.
- A security amount will be charged from employee's salary every month till Rs (10000 -25000) is maintained as a security deposit and will be returned with 10% interest as an when he/she leaves the company.
- Security money will be released after 3 month.
- If anyone takes leave without taking the permission , without any emergency , or without giving the valid reason for taking leave then 2 times salary will be deducted. For eg:- if you take leave for 2 days than 4 days salary will be deducted..
- If HR find anyone without wearing the ID card then 100/- penalty will be imposed per day.
- Percentage deduction from Employee's salary will range as mentioned below
 - 7000-10000 - 7%
 - 11000-20000 - 10%
 - 21000-30000 - 15%
- Employees must ensure that all the assets of the company are valuable and must be used carefully.
- Every employee must switch off all the working systems, lights, fan, Air conditioner, before closing the office.

- If any employee leaves without notice one month salary will be recovered and legal action will be taken against the employee.
- All the working in office will be done through mail and daily activity reports must be sent to the authorized person and management, if the activity report of any employee is not received by the management then it would be considered that no work has been done throughout the day.
- One month salary will be recovered if the employee resigns from the office without any notice period.
- Every employee must ensure that any information related to bank accounts, System passwords should not be shared with colleagues or outside the office.
- Every employee must ensure that every official paper or document must be verified by the senior before processing.
- The responsibility of the employee is to protect the hardware and software received from the company.
- Company Business Email ID, Letter Head, Salary Slip cannot be used for taking a loan from a bank. And if there is a need, it will be mandatory to get permission from the head office.
- Company email can only be used for commercial purpose.
- Sales and Backoffice staff will not allow to give his personal mobile number address or personal details to any client if found penalty will be imposed and company will take legal action.
- If any Asset will be allotted to sales or backoffice staff then in case of Laptop security money Rs 3000 monthly (For 7 months) will be deducted till Rs 21000 deposit. And In case of Mobile security money Rs 1000 monthly (For 6 months) will be deducted till Rs 6000 deposit.

WORKING RULES &
REGULATIONS FOR
EMPLOYEE'S
&DEPARTMENTS OF
KSN CREDENCE

ASSISTANT MANAGER

Being an Assistant manager at KSN Credence. He/She are expected to assist in the day-to-day running of the office and to take control and delegate responsibilities to other employees scheduling ,resolving disputes between employees and making innovative change in the company by optimizing profit by controlling cost.

WORKING:-

- Must ensure that rules and regulations related to company policy followed by every employee in the office.
- Must supervise employee's to ensure company is represented well.
- Assign work to employee's to keep business run smoothly.
- Must monitor and provide feedback to all the employees.
- Must take daily activity report to ensure that all assigned work done on time by employees related to (Client/Franchisee service, Recruitment, Account opening, Trading, Terminal, Accounting work, Cold calling, Office Maintenance).
- Must Supervise employee's and provide additional training as needed to ensure everyone is performing their job properly.
- Must check all reporting related to exchange uploaded by the accountant on time.
- Must ensure that clients should be daily updated with trading tips and greeting message.

- Must ensure that daily every client received their contract notes and financial activity report from the company
- Must be updated with exchange circulars from time to time.
- Must check the monthly expenses related to office and employees.
- Must check settlement of client accounts done within 80 days.
- Must ensure that financial Ledgers are sent to clients every month.
- Must ensure that franchisee brokerage should be calculated every month and payout of their brokerage should be made accordingly.
- Must ensure to answer each & every mail related to clients and exchange on time.
- Must ensure that all Inspection and audit work must be completed and maintained properly by the employee's.
- Must ensure that every work and papers related to compliance are properly checked and maintained.
- Must ensure that the daily activity sheet of all employees should be reported via mail.
- Must ensure that all reporting related to employee's working reported to management.
- Must oversee day-to day operations related to office.
- Must take disciplinary action when needed in office.
- Must monitor working of Office Supervisor.

- Must assist in interviewing applicants and confer with senior level management on hiring process.
- Must ensure that complaints related to Client and AP must be resolved to their overall satisfaction.
- Must ensure that **Dabba Trading** in the company should not be done and any transaction related to cash from the client should not be accepted as per company's rules & policies.
- Must ensure that each client at HO & Branch Office must be provided with the support and service as and when required.
- Must ensure that employee at trading department must not leak the company's client details, franchise details and any such information outside the company.
- Must ensure that accounting work of each audit period must be completed with Chartered Accountant/Company Secretary.
- Must ensure that any information related to bank accounts, passwords should not be share with colleagues or outside the office.
- Must ensure that every official papers or documents must be verified before processing.
- Must ensure that any request/complaints related to transfer of funds, pay in-pay out must be resolved and processed only after receiving it from client registered email Id.
- Must ensure that after completing all the formalities related to account opening at back office department and E-exchange, all

- details related to client must be sent to the IT department via email.
- Must ensure that after processing of the account ,verification call must be made to the client so as to verify the account belongs to the same person.
- Must ensure that all the papers related to franchisee/AP of the company are completed and should be processed only after verifying all the documents having signatures same as in their pan card.
- Must ensure that franchisee/AP/Business Partner who are not working from 3 months have to be contacted regarding service or support.
- Must ensure that if any /franchisee /AP /business Partner wishes to cancel their AP registration with MCX then their request must be processed only after receiving franchisee closure mail from their registered email id, and they must be inform about all franchisee closure fees and formalities by the KYC head through via mail.
- Must oversee the installation and maintenance of computer network systems when required.
- Must monitor working of the employee's in their respective departments.

NOTE:-

- **Employee must not leak the company's client/franchisee details or their ledger account balance or their trading codes anyone other than office employees . Otherwise, according to the Companies Act, I can be prosecuted for stealing data and cheating the company.**
- **Any type of legal matters related to client/franchisee or employees will be resolved as per the instructions of the management, and any legal action related to police or making meeting application with advocate will also be done by you as an Assistant Manager of the company.**
- **If any Activity or non-compliance found related to Exchange/ clients/ employees / officialpapers & documents / Office or any Misconduct with rules & regulations of the company then He/she will be directly terminated without salary and his/her security amount will be withheld with the company to compensate the loss .**

RECEPTIONIST AND ONLINE BUSSINESS PROMOTER

Being at KSN Credence, Receptionist will be responsible for handling front office reception and administrative duties and must handle the hospitality end of the company.

WORKING:-

- Greet and welcome clients as soon as they arrive at the office.
- Must answer, screen and forward incoming phone calls.
- Must ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
- Must Provide basic and accurate information in-person and via phone/email
- Must Maintain office security by following safety procedures and controlling access via the reception desk.
- Must maintain visitor's register.
- Must keep record of water filters.
- Must keep record of brochures & Account opening form given to clients/AP.
- Must update calendars and schedule meetings from online marketing.

- Must manage and coordinate all digital marketing activities.
- Must create new and innovative marketing strategies through which company online promotion can be made in the market.
- Must ensure that online promotion of the company should be done through social networking sites from time to time.
- Must Generate Online leads through promotion
- Must reply to online queries related to Demat account opening/Brokerage/Trading limit/Company services/Franchisee Benefits/KSN Mobile App.
- Must ensure that client/franchisee must be updated with trading tips and messages.
- Must ensure that after completion of the above work, cold calling must be made and data has to be searched related to candidates hiring and demat account opening.

NOTE:-

- **If any misconduct or complain in client service found against the employee then he/she must be liable to strict action by the company and can also lead to direct termination.**
-

TRADING DEPARTMENT

Trading department at KSN Credence facilitates commodities trading i.e. buying and selling of commodities through the platform given by MCX (Multi commodity Exchange).

Trading Department employee act as a Dealers who play a link between the client and the stock exchange. They are responsible for placing orders in the MCX terminals and has to justify 2 times of their salary.

WORKING :-

- Must educate and provide awareness about commodity market into order punching and cross -selling.
- Must ensure that orders of all the clients at HO trading department must be punched through recording line.
- Must ensure that Trade verification call to client is done after execution of the order.
- Must ensure that each client at HO & Branch Office must be provided with the support and service as and when required.
- Employee at trading department must not leak the company's client details, franchise details and any such information outside the company. Otherwise, according to the Companies Act, I can be prosecuted for stealing data and cheating the company.

- Employee at trading department must ensure when working late or on overtime, that all lights, Ac and other devices are shut off when he/she leave their work place and office.
- Must ensure that Dabba Trading in the company should not be done and any transaction related to cash from the client should not be accepted as per company's rules & policies..

NOTE:-

- **Employee at Trading department must not leak the company's Client/Franchisee details or their trading account balance with their colleagues and outside the company. If found then, according to the Companies Act, will be prosecuted for stealing data and cheating the company.**
-
- **If any activity found against company policy, trading policy, the company can dismiss them from the company without giving notice and employee salary can also be withheld by the company.**
- **If any complaint found against the dealer related to Client/Franchisee about misguidance or trading loss, the dealer will be liable to strict action by the management and his salary will also be withheld by the company.**
- **If any wrong order punched by the dealer for the client, the amount of loss will be compensated by the dealer salary or security deposit.**

BACK OFFICE **DEPARTMENTS**

The back office is the portion of a company made up of administration and support personnel who are not client-facing. Back-office functions include settlements, clearances, record maintenance, regulatory compliance, accounting, and IT services.

ACCOUNTS DEPARTMENT

Being an Accountant at KSN Credence, He/She must maintain, company accounting related to Reporting/bank accounts /back office/Employees Salary/Office Expenses Internal audits/clients ledger details/Franchisee brokerage/bills & accounting files.

WORKING:-

- All reporting related to exchange i.e. (Daily reporting, Weekly reporting ,Monthly reporting ,Client report to exchange, Contract note, Financial activity report, Ageing report, monthly Client ledger reporting) must be completed and reported to authorized person.
- Must calculate all fixed deposit interest amount and maintain Ledger's entries related to globe.
- Must ensure reconciliation of all bank accounts maintained up to date.
- Must prepare the balance sheet & check trail balance of the period time to time.
- Must ensure settlement of client fund done within 80 days
- Must ensure that Office Expenses & Salary sheet must be properly maintained for every month, and salary of every employee must be calculated according to biometric.
- Must keep a bill book related to all office expenses maintained on daily basis.

- Must ensure that clients that have not traded within 45 days have to be disabled at back office and E- exchange.
- It is mandatory for the accountant to complete the accounting work of each audit period with Chartered Accountant/Company Secretary and report their working to the authorized person via mail.
- Must ensure that any information related to bank accounts, passwords should not be share with colleagues or outside the office.
- Must ensure that any request/complaints related to transfer of funds, pay in-pay out must be resolved and processed after receiving it from client registered mail.
- Must ensure that after completion of the above work cold calling must be made and data has to be searched related to candidates hiring and demat account opening.

NOTE :-

- **Employee at Account department must not leak the company's client details, franchise details or their ledger account balance with their colleagues and outside the company. If found then, according to the Companies Act, the employee will be prosecuted for stealing data and cheating the company.**

- **If any non-compliance or mismatch related to accounting/reporting found in the back office of the company's against the accountant, then he/she has to compensate the same amount of the Loss to the company and it can be recovered by their salary and security amount and will also lead to direct termination.**
- **If any mismatch found in expenses of the company then the same amount will be adjusted with accountant salary.**

KYC DEPARTMENT

Being KYC head at KSN Credence , he/she will be responsible for opening and reviewing the existing & new clients/franchisee according to established policies and procedures , and also periodically update the same ,at back office & E-exchange.

WORKING:-

- Must ensure that all the documents and information related to client KYC at the time of account opening are complete .i.e.
 - PAN CARD
 - ADAHAR CARD
 - CANCEL CHEQUE
 - SIX MONTHS BANK STATEMENTS
 - 2 PHOTOS
 - MOTHER NAME
 - CONTACT NUMBER
- Must ensure that all the details in account opening form of the company related to client must not be overwritten and should be filled only after verifying all the documents.
- Must ensure that every account opened at HO branch must be completed at back office E-exchange, and its c – kyc and kra must be maintained up to date.
- After processing account at back office department, a verification call to client has to be made related to their documents to ensure

- documents that are provided for account opening belongs to the same person.
- At the time of verification must ensure that client had received their account opening details on their registered email Id after account opening.
- Must ensure that after completing all the formalities related to account opening at back office department and E-exchange, all details related to client must be sent to the IT department via email.
- Must ensure that every new account that will be opened at back office, will be completed after making default online back office password to the account code.
- Must ensure that after account opening all the documents must be scanned and their soft copy must be saved with their client codes in a client kyc folder respectively.
- Must ensure that all the details related to account opening should be maintained in excel sheet with their (Account opening code,
 - Name, Mobile number, Introducer code, Form no. , Email Id c- kyc & kra number).
- Must ensure that clients that have not traded within 45 days have to be disabled at back office and E- exchange.
- Must ensure that every 15 day follow up has to be made with clients regarding service.
- Must ensure that client Email id and Contact number must be updated only after receiving request mail from registered email Id.

- Must ensure that any request by the client must be processed on time, and any complaints by them must be resolved within prescribed time,
- Must ensure that all the request/complain related to client that will be processed or resolved must be inform through mail on their registered email Id.
- If any client visit office with their complain or request it must be ensured their complaints or request must be handle first and should be noted on complain register.
- If any client wishes for account closure it will be processed only after receiving account closure mail from client registered email Id.

NOTE:-

- **Employee at KYC department must not leak the company's Client/Franchisee details, or their account details with their colleagues and outside the company.If found then, according to the Companies Act, the employee will be prosecuted for stealing data and cheating the company.**

FRANCHISEE/AP/BUSSINESS **PARTNER REGISTRATION**

Franchisee /AP / Business Partner are the person who form a business organization and operates under the franchisor trade name on agreement, with a firm which already exists and has a successful working and service in market.

For registering any Franchisee/AP/Business Partner with (MCX) the employee must ensure that MCX registration fees must be deposited with the company before processing.

- Must ensure that all the papers related to Franchisee/AP registration should include the following:-
 - PAN CARD
 - ADHAR CARD
 - CANCEL CHEQUE
 - EDUCATION PROOF (minimum 10th marksheet required)
 - 2 PHOTOS
 - EMAIL ID
 - CONTACT NUMBER
- Must ensure that all the papers related to Franchisee/AP Processed only after verifying all the documents having signature same as in their pan card.
- Must ensure that Franchisee/AP registration should not be processed ,If any mismatch of signatures found during verification

- of the documents provided, by the client/franchisee/business partner/authorized person
- Must ensure that after AP registration all franchisee papers must be maintained properly.
- Must ensure that all the accounts that are open under franchisee must be map under their franchisee code
- Must ensure that Franchisee/AP must be inform about their clients details after processing of the account.
- Must ensure that any complaint by Franchisee/AP resolved with their overall satisfaction.
- Must ensure that franchisee/AP/Business Partner who are not working from 3 months have to be contacted regarding service or support.

FRANCHISEE/AP/BUSSINESS PARTNER CLOSURE

- Must ensure that any franchisee/AP/Business Partner who are not working from more than 6 months have to be contacted for their franchisee closure .
- Must ensure that if any /franchisee /AP /business Partner wishes to cancel their AP registration with MCX then their request must be processed only after receiving franchisee closure mail from their registered email id, and they must be inform about all franchisee closure formalities through viamail.
- Must ensure that franchisee closure fees must be paid by AP or adjusted with their security deposit before processing
- Must ensure that documents that are required for AP cancellation or Franchisee closure are complete when provided by the franchisee before processing which are as following:-
 - Request letter for franchisee closure to the member on the AP's letter head.
 - All the accounts that were opened by the AP under their franchisee have to confirm their demat & trading account closure on call recording.
 - Each & Every Trading account ledger of the respective clients have to be signed with balance confirmation & this have to be mailed with their respective registered email Id.
 - Call recording of every client of their Trading Account balance must be given to the company with AP registered Email ID.

- A declaration must be received on the Affidavit of Rs 500 stamp paper which must state the following:-
 - All the detailed that are provided to the company regarding Franchisee closure/Cancellation of AP registration by me as an AP's are correct.
 - Trading of all the respective clients were done as clients order and the clients were own responsible for their trading profit/loss.
 - If In future, Clients have any disputes or issues with their Trading Account that has to be resolved by them as a Authorized person.
 - If In future, Clients have any disputes or issues with their Trading Account that has to be resolved by them as a Authorized person.
 - A request letter for closure of Demat account/Switching to the HO branch has to be provided to the company from all the respective clients.
 - Must ensure that all AP's documents must be scanned and mailed on the company registered email Id & their Hard Copy must to be submit at the HO.
 - Must ensure that Franchisee/AP cancellation fees of Rs 10000 + GST must be applicable before processing franchisee closure ,If any franchisee denies to pay the cancellation fees then the amount will be adjusted by the franchisee security amount.
 - Must ensure that after completion of the above work cold calling must be made and data has to be searched related to candidates hiring and demat account opening.
-

HR DEPARTMENT

Being an HR of KSN Credence he/she will be responsible for recruiting, screening, interviewing the candidates and have to handle employee's relations, payroll, benefits, and training. And also have to plan, direct and coordinate the administrative functions of the company.

Working:-

- Must Prepare and update employment records related to hiring, transferring, promoting or termination.
- Must Explain HR policies, procedures, laws, and standards to new and existing employees.
- Must ensure paperwork related to hiring is completed and processed.
- Must ensure that proposal related to candidate/client/franchisee is updated time to time.
- Must oversee hiring process, which includes coordinating job posts, reviewing resumes, and performing reference check.
- Must schedule meetings with the recruitment agencies, so that hiring process can be discussed if desired on agreement.
- Must follow up on the interview process status with recruitment.
 - Agencies and focus on hiring qualified candidates according to company's requirement.

- Must ensure to inform job applicants of job duties, responsibilities, benefits, schedules, working conditions, promotion opportunities, etc.
- Must address employment relations issues, related to work & office.
- Must maintain relationships with internal and external clients so that staffing goals are achieved.
- Must ensure that every employee must complete 9 hours of duty and follow all the rules & regulations related to (office timings and lunch timings).
- Must keep record of employees leave, half day .and calculate their leave at the end of the month and deduct the calculated amount from the salary.
- Must ensure that security amount from employees salary must be deducted every month.
- Must report all the working related to recruitment, employees in the office to the authorized person via mail.
- Must report to the management if any employee is working against the policy.
- Must ensure that every employee must maintain decorum of the company.
- Must ensure that services related to client request/compliant must not be delayed
- Must ensure that all valuable assets including documents must be carefully used and maintained.

- Must ensure that our company should be well represented related to working and client service.
- Must ensure that after completion of the above work cold calling must be made and data has to be searched related to candidates hiring and demat account opening.

NOTE:-

- **If any misconduct found between employees and it was not was not reported to the management by the HR, the he/she will be liable to legal action which can also lead to termination.**
- **Employee at HR department must not leak the company's employee's details outside the company .If found then according to the Companies Act, the employee will be prosecuted for stealing data and cheating the company.**

IT & RMS DEPARTMENT

Being at KSN IT & RMS department, employees must oversee the installation and maintenance of computer network systems within a company .They must ensure that the network runs smoothly, Evaluate and install the proper hardware and software necessary to keep the network functioning properly in the company.

WORKING :-

- Must manage information technology and computer systems.
- Must Plan, organize, control and evaluate IT and electronic data operations.
- Must Ensure security of data, network access and backup of each system must be maintained properly.
- Must Identify problematic areas and implement strategic solutions on time.
- Must Audit systems and assess their outcomes.
- Must keep record of all passwords in excel sheet.
- Must map the client account details to ADMIN.
- Must provide mobile app training to clients/Franchisee.
- Must ensure that all technical problems related to client/employees resolved on time.

- Must ensure that before market opens, trading bill to all the clients must be processed and uploaded to admin server.
- Must provide training & technical support as an when required by franchisee and clients
- Must be updated with exchange new circular's related to cyber security and mock trading.
- Must ensure that limit to client must be granted according to client fund.
- Must ensure that position of the clients has to be square off if reaches 75% of loss.
- Must ensure that any information related to office client or franchisee should not be leak, If any activity found against the employees will be liable to strict action by the management.

NOTE :-

- **Employee at IT and RMS department must not leak the company's Client/Franchisee details related to margin balance with their colleagues and outside the company. If found according to the Companies Act, the employee will be prosecuted for stealing data and cheating the company.**
 - **If the position of client is not squared off by the employee then client debit amount will be adjusted with employee salary.**
 - **If any non-compliance or disturbance found in server or any working of the office then his/her security amount with salary will be held by the company and may even lead to his/her termination.**
-

SALES TEAM

Being in a sales team at KSN Credence includes (RM/Sales Executive/Sales Manager/Area Manger he/she must ensure to drive company business success by implementing a strong and sustainable sales strategy and must aim to maintain good relationships with existing clients, gaining repeat business wherever possible and has to justify 2 times of their salary to the company.

WORKING:-

- Must listen to client requirements and present appropriately.
- Must maintain and develop relationships with existing clients in person and via telephone calls and emails.
- Must ensure to make cold call to arrange meetings with potential clients to prospect for new business.
- Must respond to incoming email and phone enquiries.
- Must act as a contact between a company and its existing and potential markets
- Must gather market and client information.
- Must create detailed sales business plans.
- Must Set and manage sales goals .
- Must assist in finding prospects and leads.
- Must identify new account opening opportunities.
- Must build strong client relationships.
- Must provide client support when needed.
- Must provide professional after account opening & Trading support.
- Must Respond to complaints and resolve issues to ensure customer success and satisfaction.
- Must maintain daily record of client through DSR.
- Must aim to achieve monthly or annual targets.

- Must ensure that any information related to existing client must not be leak or share outside the company.

NOTE :-

- **If any sales team leaks the company's client details, franchisee details or any employee's working outside the company. If found then according to the Companies Act, I the employee can be prosecuted for stealing data and cheating the company.**
- **If any Sales Team not able complete his/her target or justify two times his/her salary then the employee salary will be withheld by the company until and unless it is justified or completed.**
- **If any activity found against the policy of the company or if any complaint arises by the clients related to misguidance, trading loss, or services then employee will be directly terminated from the company without any salary.**

Privacy Policy

Effective Date: 30.07.2025

1. Introduction

Welcome to KSN Credence Commodities Trading Pvt. Ltd. ("we," "us," or "our"). This Privacy Policy outlines how we collect, use, and protect your personal information when you use our WhatsApp application ("App") for investment reporting and related services. By using our App, you agree to the collection and use of information in accordance with this policy.

2. Information We Collect

We may collect the following types of information:

- a. **Personal Information:** We use your pre-existing registered Phone Number for WhatsApp communications with you. Therefore, we do not collect any contactable information from you through this app. Moreover, we do not collect any additional data from you over and above what has already been submitted by you as an existing client.
- b. **Usage Data:** We collect information on how the App is accessed and used, including your device's Internet Protocol (IP) address, browser type, and usage patterns and other information that is necessary for providing our services through WhatsApp.
- c. **Cookies and Tracking Technologies:** We may use cookies and similar tracking technologies to monitor activity on our App and store certain information.
- d. However, we may collect *reactivation* or other information from you purely for the maintenance of your Trading and Depository Account with us

3. How We Use Your Information

We use the collected information for various purposes, including:

- a. To provide and maintain our App
- b. To notify you about changes to our services.
- c. To allow you to participate in interactive features

4. No Collection of Additional Personal Data

We want to be clear that our Bot:

- a. Does not collect any new confidential information
- b. Does not store messages or media shared during conversations
- c. Does not track your location or device information
- d. Does not access your contacts or other WhatsApp data
- e. Does not share your information with third parties